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JULY 9, 2015](#)

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GAIL FARBER, Director

# COUNTY OF LOS ANGELES

## DEPARTMENT OF PUBLIC WORKS

"To Enrich Lives Through Effective and Caring Service"

900 SOUTH FREMONT AVENUE  
ALHAMBRA, CALIFORNIA 91803-1331  
Telephone: (626) 458-5100  
<http://dpw.lacounty.gov>

ADDRESS ALL CORRESPONDENCE TO:  
P.O. BOX 1460  
ALHAMBRA, CALIFORNIA 91802-1460

July 9, 2015

IN REPLY PLEASE

REFER TO FILE: **WW-3**  
**A4275**

TO: Each Supervisor

FROM: Gail Farber *Gail Farber*  
Director of Public Works

### **BOARD MOTION OF JUNE 2, 2015, AGENDA ITEM 77 REPORT ON THE PHASED WATER CONSERVATION APPEALS PROCESS AND INNOVATIVE WATER CONSERVATION TECHNOLOGY TOOLS AND PRACTICES**

On June 2, 2015, the Board implemented the Phased Water Conservation Plan in the Los Angeles County Waterworks Districts and the Marina del Rey Water System encouraging all customers to reduce their water use. Mayor Michael D. Antonovich introduced a motion that was approved by the Board directing the Department of Public Works to undertake the following actions:

- Create a free appeals process that includes in-person and on-line submittals. The appeal form should clearly stipulate what qualifies for an appeal, the review process, and the review timeline.
- Expedite the appeal process and ensure information on the process is included with the water bill.
- Provide customers with a free water audit so that they can adjust their usage to meet the reduction goal and include information on the audit on the Department's website and with the water bill.
- Host community meetings in impacted areas so that customers can gather information on the plan and other rebate programs including those for grass removal, water-efficient irrigation, and indoor appliances.
- Research innovative water conservation technology tools and practices, including leak detection technology, and report back to the Board in 30 days on what tools and practices exist and what can be done to implement them.

### **Appeals Process**

Public Works has created a free appeals process that includes both in-person and on-line options for customers requesting to appeal their water usage target quantity (allocation) under the plan. Customers can request an appeal by submitting an application at one of the Waterworks District offices or by submitting an on-line application on the Waterworks Districts' website, [www.lacwaterworks.org](http://www.lacwaterworks.org). Public Works has created instructions on completing the appeal application including a description of what qualifies a customer to appeal their allocation.

An insert notifying customers of the appeal process is included in each water bill. To date, over 440 applications have been received, primarily through the on-line application system (see Attachment A).

### **Staffing Review**

Public Works has assigned additional staff to process appeals quickly and ensure that customers receive a response to their appeals within the 20-day period. An additional 9 engineers and 5 clerical staff have been assigned to address increased customer requests, for a total staff of 19 engineers and 30 clerical and billing staff.

### **Free Water Audit for District Customers**

The Waterworks Districts offer free water-use audits of customer properties. An evaluation of water use is performed onsite (indoor and outdoor) and customers are provided with feedback on areas that hold the most potential for water savings that will help meet their target reduction goals. Customers can request a water-use audit by calling any of the Waterworks District offices or by sending an e-mail to [wateraudit@dpw.lacounty.gov](mailto:wateraudit@dpw.lacounty.gov). This information is prominently displayed on the Waterworks Districts' website, [www.lacwaterworks.org](http://www.lacwaterworks.org). An insert notifying customers of the free water audit is also included with each water bill. We have received 17 requests for water audits since the implementation of the plan. A summary of water audits by Waterworks Division can be found in Attachment A.

Customers are able to view their historical water billing and consumption usage 24 hours a day on-line at My Waterworks Account Manager (MyWAM). An example of a MyWAM webpage displaying usage history comparison is included on Attachment B. There are two water usage comparisons available that show customer usage relative to their neighbors and to the city in which they live. The customer paper bill shown on Attachment C indicates past and current water use as well as target use.



### **Community Meetings**

Public Works' staff has participated in the following community meetings to provide information and answer questions about the drought and the plan:

- Malibu City Council meetings on April 27, 2015, and June 8, 2015
- Marina del Rey Lessees Association on May 13, 2015
- Lancaster City Council meeting on May 26, 2015
- Palmdale City Council meeting on June 3, 2015
- Topanga Town Council meeting on June 11, 2015
- Littlerock Town Council meeting on June 11, 2015
- Lake Los Angeles Town Council meeting on June 23, 2015
- New Summit Homeowners Association in Topanga on June 24, 2015
- Sunset Mesa Homeowners Association on June 30, 2015
- Kagel Canyon Town Council on July 2, 2015

Community meetings in Val Verde and Acton will be scheduled during July. In addition to discussing the drought and the plan, an overview of rebate programs available to customers is provided, along with information on how to appeal their allocations under the plan and how to request a free water-use audit.

Prior outreach regarding the implementation of the plan consisted of reverse 911 calls to all customers prior to the May 26, 2015, public hearing (see Attachment D). Individual letters were also sent to account holders with their target water usage, 2014 water usage levels, and required reductions based on 2013 water usage as required by the State. All bills mailed to customers for the first billing cycle following implementation of the plan include a flyer that provides information on water-use audits, rebate programs that include Cash for Grass, and the appeal application process for customers seeking to appeal their target allocation. The Waterworks Districts have also responded to customer phone, e-mail, on-line chat, and letter inquiries regarding the plan. A summary of these inquiries is also shown on Attachment A.

Attachment D outlines both our current and proposed communications strategies for implementing the plan.

**Research Innovative Water Conservation Technology Tools and Practices, Including Leak Detection Technology**

Public Works' staff is proactively pursuing the most effective water conservation programs available for reducing water use, particularly outdoors, consistent with the Governor's Executive Order and regulations adopted by the State Water Resources Control Board.

The most effective way to reduce outdoor water use is to remove turf. As a result of extensive outreach and a growing interest in sustainability, there has been a significant increase in the level of participation in the Waterworks Districts' Cash for Grass rebate program in 2015. In Fiscal Year 2014-15, the Waterworks Districts approved nearly \$1 million in Cash for Grass rebates to customers, and an additional \$700,000 in Cash for Grass rebates have been requested. We have received an average of 60 applications a week for this program from customers. The continued interest (nearly 400 applications are pending approval) in this program has the potential to significantly reduce the total water demand in our service areas by transforming the landscape from high water-use turf to low water-use, drought-tolerant landscaping. Public Works is currently preparing a request for the Board's consideration to allocate additional Waterworks District funds for the Cash for Grass program. Attachment A provides an update on participation in Cash for Grass rebates listed by Waterworks District.

Waterworks District No. 29, in cooperation with the City of Malibu and the West Basin Municipal Water District will also be submitting an application for a Proposition 84 Grant from the California Department of Water Resources to implement a Comprehensive Water Conservation Project. The project has several components to assist customers in conserving water, including consultation services, supplemental turf removal rebates, educational workshops, smart register attachments for water meters that provide real-time water use data, and marketing.

Staff is also installing meters with data-logging registers on the highest water users within the Waterworks Districts' service areas. These data-logging registers enable staff to review water-use history and inform customers of their water usage patterns to identify the times of day that excessive amounts of water are being used. These data-logging meters also allow staff to determine whether customers are following the watering restrictions imposed by the Waterworks Districts. In addition to the data-logging meters, staff is investigating the application of a technology that utilizes cellular networks to transmit and relay water use from a customer's meter to an on-line database.

Each Supervisor  
July 9, 2015  
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For over 15 years, annual surveys have been conducted on the Waterworks Districts' critical pipelines using listening devices that enable equipment operators to hear hissing sounds that indicate the presence of leaks. These acoustic surveys typically cover about 10 percent of the Waterworks Districts' water systems each year. In the past 5 years, we have located and repaired 30 leaks in water mains, valves, fire hydrants, and water service lines before the water surfaced above ground.

Additionally, staff has spoken to many consultants and vendors about the latest leak detection tools. Attachment E contains a summary of new, innovative leak detection technologies and practices that could be used in the Waterworks Districts. The Waterworks Districts recently started a pilot study to test the District Metered Areas method described in Attachment E. Staff is in communication with technical experts offering these leak detection services to evaluate their implementation feasibility, including costs, effectiveness, and limitations.

If you have any questions regarding this report, please contact me or your staff may contact Adam Ariki at (626) 300-3300 or [aariki@dpw.lacounty.gov](mailto:aariki@dpw.lacounty.gov).

DR:dvt  
A4275

Attach.

cc: Chief Executive Office (Rochelle Goff)  
County Counsel  
Executive Office



# ATTACHMENT A


## LOS ANGELES COUNTY WATERWORKS DISTRICTS AND MARINA DEL REY WATER SYSTEM REPORT ON PHASED WATER CONSERVATION IMPLEMENTATION - JUNE 2015

District	Appeal Applications			Cash for Grass Rebate		Water Use Audits Requested	Responses to Customer Inquiries by Phone/E-mail/Letter	% Conserved in May	District Target <sup>1</sup>
	Online	Received Email/Written	Total	Approved as of June 30	Denied				
21, Kagel	0	0	0	0	0	0	1	21%	-
29, Malibu	113	24	137	10	21	5	152	20%	36%
36, Val Verde	2	0	2	0	0	0	3	40%	-
37, Acton	3	0	3	0	0	0	4	36%	-
40, Antelope Valley	279	21	300	20	50	11	619	22%	32%
Marina del Rey Water System	0	0	0	0	0	1	1	0%	-

<sup>1</sup>. Kagel, Val Verde, Acton, and Marina Del Rey are considered small water systems by the State. They are required to either limit outdoor irrigation of ornamental landscaping and turf to no more than 2 days per week or reduce total water use by 25%.

## SCREENSHOT OF MYWAM WHERE CUSTOMERS CAN SEE THEIR USAGE HISTORY

Department of Public Works  
 dpw.lacounty.gov



**LACWD**

**LOS ANGELES COUNTY WATERWORKS DISTRICTS**

**Main**

- List Accounts
- Change Profile

**Account Options**

- Billing History
- Meter Reading History
- Usage History
- Transaction History

**Online Services**

- Make a Payment
- Auto Pay
- Move In

### Usage History

Select a Service Type and click the submit button:

**Consumption Comparison**

1. Service that you want to compare:

2. Compare your consumption to:

Compare my consumption to the...  
 Compare my consumption to the...  
**Average Usage in my Region**  
 Average Usage for the Entire City

**Main**

- List Accounts
- Change Profile

**Account Options**

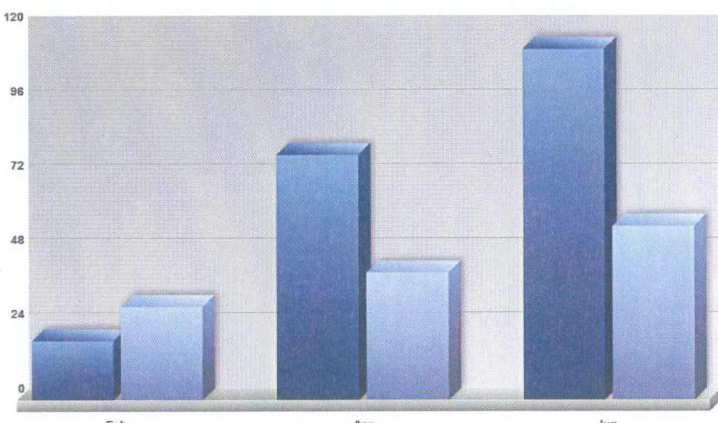
- Billing History
- Meter Reading History
- Usage History
- Transaction History

**Online Services**

- Make a Payment
- Auto Pay
- Move In
- FAQ

### Water Consumption Comparison

Reading Date	Your Water Consumption	Avg. Consumption For LANCASTER	Units
Jun. 2015	113.00	58.45	HCF
Apr. 2015	79.00	41.48	HCF
Feb. 2015	19.00	30.49	HCF



Month	Your Usage (HCF)	LANCASTER (HCF)
Feb	19.00	30.49
Apr	79.00	41.48
Jun	113.00	58.45





**LOS ANGELES COUNTY  
DEPARTMENT OF PUBLIC WORKS  
WATERWORKS DISTRICTS**

1-877-637-3661

[www.lacwaterworks.org](http://www.lacwaterworks.org)

Additional contact information on Page 2 of bill

Bill Date: 8/30/2015

<b>Bill #</b>	
<b>Due Date</b>	<b>11/27/2015</b>
<b>Total Due</b>	<b>\$431.65</b>

Bill will become delinquent and a late fee may be assessed if payment is not received by the Due Date.

<b>Account #</b>	<b>Customer #</b>
John Doe	

**Water WBA**

Meter #	Meter Size	B.U.	Service Period			Meter Reading		Usage (HCF)
			From	To	Days	Previous	Current	
	3/4"x1"	1.0	8/23/15	10/26/15	64	5525	5701	176

**YOUR ACCOUNT SUMMARY**

Prior Bill Amount	\$186.08
Payment - Thank You	\$186.08CR
<b>*PAST DUE BALANCE (subtotal)</b>	<b>\$0.00</b>

**NEW CHARGES**

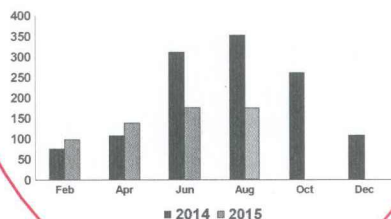
Service Charge		\$39.52
Service Charge Allowance	10.00000 UNITS @ \$0.0000	\$0.00
Normal Quantity charge	166.0000 UNITS @ \$1.2570	\$208.66
Conservation Surcharge 1	6.16581 UNITS @ \$0.6285	\$3.88
Conservation Surcharge 2	128.72879 UNITS @ \$1.2570	\$161.81
Quantity Facilities Construction Surcharge	176.00000 UNITS @ \$0.1010	\$17.77

**CURRENT CHARGES (subtotal)** \$431.65

**TOTAL AMOUNT DUE** \$431.65

**Compare Your Usage**

Description	Days	Units (HCF)	Daily Use (HCF)
Usage	64	176	2.75
Target	64	43	0.68
Last Year Usage	61	311	5.10



**\*Accounts with a PAST DUE BALANCE may be subject to shut-off at anytime.**

Detach Here



**LOS ANGELES COUNTY  
DEPARTMENT OF PUBLIC WORKS  
WATERWORKS DISTRICTS**

Pay online at [www.lacwaterworks.org](http://www.lacwaterworks.org)

<b>Bill #</b>	<b>Due Date</b>	<b>Total Due</b>
	<b>11/27/2015</b>	<b>\$431.65</b>
<b>Account #</b>	<b>Customer #</b>	
John Doe		

**Make Checks Payable to: "LA County Waterworks"**

John Doe

LOS ANGELES COUNTY  
WATERWORKS DISTRICTS  
PO BOX 512150  
LOS ANGELES, CA 90051-0150

**CUSTOMER SERVICE CONTACT INFORMATION**

Customer Service  
 Pay by phone 24-Hour Service (English/Español)  
 Visit us online  
 Emergency Services

1-877-637-3661  
 1-877-637-3661  
[www.lacwaterworks.org](http://www.lacwaterworks.org)  
 1-800-675-HELP (4357)

**OFFICE HOURS AND LOCATIONS**

Lancaster office hours Monday - Friday 8am - 5pm  
 Malibu office hours Monday - Thursday 8am - 5pm, Friday 8am - 4pm  
 Alhambra office hours Monday - Thursday 7am - 5:30pm, Closed Friday

260 E. Avenue K8, Lancaster, CA 93535  
 23533 W. Civic Center Way, Malibu, CA 90265  
 1000 S. Fremont Avenue, Alhambra, CA 91803

**PAYMENT OPTIONS**

You can receive, view, and pay your bill online at [www.lacwaterworks.org](http://www.lacwaterworks.org) or pay by phone at 1-877-637-3661. You may also pay your bill by mail or in person at one of our offices. A drop box is available at your local office for payments made after regular business hours. A Payment Kiosk is available at our Lancaster location and accepts check or credit card payments. Payments can be made by cash, personal check, money order, or credit card. Third party checks are not accepted.

If you use **Home banking** to pay your bill, please update your water bill account number to reflect the full 15 digits: Please enter your account number (8 digits) followed by the customer number (7 digits) without spaces. For example, account number 12345678 and customer number 1234567 would be input as: 123456781234567.

**EXPLANATION OF BILL**

Bills are issued every two months. Water is measured in units of 100 cubic feet (1 unit = 100 cu ft = 748 gallons). The Service Charge is determined by the number of billing units which is based on the meter size. This charge includes 500 cubic feet of water per billing unit per month. The billing units are shown on the front of the bill. Water used over the Service Charge usage is billed at the quantity rate. Some Districts have 'Other Charges' which are used for various projects such as upgrading existing water systems, replacement of mains, storage reservoirs, and other appurtenances to improve service. In certain Districts funds are used for emergency facility repairs, tank recoating and well construction.

The current charges on this bill are due upon presentation. We allow a 25 day grace period from the bill date before it becomes delinquent. The delinquent date is shown on the front of the bill. If payment in full is not received by this date a Shut Off Notice or Closing Bill Final Notice will be sent and a \$10 late fee may be assessed to your account.

**Phased Water Conservation Plan**

Under the Phased Water Conservation Plan, customers are charged the Quantity Charge or Normal Use Charge for all the water they use. A conservation surcharge of 0.5 times the established Quantity Charge or Normal Use Charge will be assessed for the first 15 percent of water use above their target quantity. An additional conservation surcharge of 1.0 times the established Quantity Charge or Normal Use Charge will be assessed for water use in excess of the first 15 percent above the target quantity.

**NOTICE TO CUSTOMERS WITH PAST DUE PRIOR BALANCE ON WATER BILLS**

Any prior balance shown on this bill is past due. **Accounts with a past due balance are subject to disconnection at any time.**

A Shut Off Notice is sent to provide warning that service will be terminated if payment is not received. Payment must be received and processed prior to the scheduled shut off date to avoid disconnection. Once the account is scheduled for shut off a service termination processing fee must be paid. Payments received the day of the scheduled shut off are not exempt from the fee. The amount of the fee is \$41 if payment is received before 3:00 pm on a regular business day and \$82 if the payment is received after 3:00 pm on a regular business day for same day restoration. Water service personnel are not allowed to accept payments in the field.

**CLOSED ACCOUNT CREDIT REFUND**

Refund of a credit balance on a closed account will be made by the District upon written request from the customer received no later than sixty (60) days after a notice is sent to the customer. Refund requests should be mailed to: Los Angeles County Waterworks Districts, 260 East Avenue K 8, Lancaster, CA 93535. Your written request should include account/customer number, mailing address, telephone number, and account holder's signature.

**ELECTRONIC CHECK PROCESSING**

When you provide a check as payment, you authorize the County of Los Angeles to either use information from your check to make a one-time electronic fund transfer from your bank account or to process the payment as a check transaction. If we use information from your check to make an electronic fund transfer, funds may be withdrawn from your bank account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. However, the transaction will appear on your bank statement.

**DISPUTED BILLS**

If you think your bill is incorrect, call us and speak with a customer service representative. If you are not satisfied you may request to speak with a billing supervisor. If the supervisor is unable to resolve the matter you may write us directly for a "Management Level Review." **However, the bill must be paid to avoid late fees and termination of water service.**

Your written request and applicable documentation supporting your position must be sent to :

Los Angeles County Waterworks Districts  
 PO Box 1460  
 Alhambra, CA 91802-1460



LOS ANGELES COUNTY WATERWORKS DISTRICTS  
PHASED WATER CONSERVATION PLAN  
COMMUNICATIONS OUTREACH STRATEGIES

Current Outreach

- Reverse 911 calls to all customers prior to the May 26, 2015, Public Hearing.
- Letters sent to customers indicating their target water use.
- Water bills include a flyer that provides information on available water-use audits, rebate programs, and the appeal application process.
- FAQs developed and provided on the Waterworks Districts' website.
- Dedicated e-mail accounts created for customers to inquire about audits, rebates, and drought questions.
- Dedicated phone line available for drought questions – (626) 300-3313.
- Attendance at community meetings to provide information on the drought and Phased Water Conservation Plan.
- On-line *Nextdoor.com* account developed for the Waterworks Districts to provide regular updates on and respond to questions from "neighbors" in our service area.
- New [www.lacountydrought.com](http://www.lacountydrought.com) website developed.
- Waterworks Districts' [www.lacwaterworks.org](http://www.lacwaterworks.org) webpage modified to focus on information about the drought and the Phased Water Conservation Plan.
- Training provided for customer service and administrative staff on how to handle calls from customers about the drought and the Phased Water Conservation Plan.

Proposed Outreach

- New Media Buy: Using slogan "Put Your Lawn on the Drought Diet" in print advertisement media buys in local newspapers; out-of-home media outlets (e.g., bus wraps, Waterworks District vehicle wraps, signage); broadcast media; and on-line advertisements.
- Social Media and Website: Maximize use of the [www.lacwaterworks.org](http://www.lacwaterworks.org) and [www.lacountydrought.com](http://www.lacountydrought.com) websites, e-mail and social media to reach target audiences with positive messages about water conservation efforts. Integrate #MalibuDroughtDiet and #AVDroughtDiet campaign messaging through social media platforms.
- Joint Messaging: Develop specific joint multilingual messaging in coordination with the Cities of Malibu, Lancaster, and Palmdale, in addition to Countywide outreach efforts being conducted through the Integrated Regional Water Management Leadership Committee.
- Media Relations: Reach out to targeted media outlets and reporters to educate them about the County's approach to providing a sustainable water supply.
- Water Awareness Events: Coordinate outreach with internal and external partners to sponsor a water awareness event, workshop, or contest in the Antelope Valley.
- Peer-to-peer: Direct networking in Waterworks District No. 29, Malibu, through garden parties hosted by local influencers or key community groups.



## ATTACHMENT E

### SUMMARY OF LEAK DETECTION METHODS

**Tracer Gas - Helium Leak Detection** – Helium Leak Detection involves injecting high purity helium gas into the live water system through specialized equipment. The dissolved helium circulates throughout the water system in desired areas and escapes through water leaks in the pipe wall. Helium separates from the leaking water outside the pipe and rises to the surface where it is measured above ground. High levels of helium measured above ground help to identify the location of the leak. The use of helium for leak detection is ideal for large-diameter mains, such as transmission mains where there are few or distant listening points (e.g., hydrants and valves) for the use of conventional sound listening devices.

**Infrared Imaging** – The principle behind using infrared imaging, or thermography, is that water leaking from an underground pipe changes the thermal characteristics of the soil surrounding it. Water tends to cool the temperature of the soil surrounding the leak. These resulting thermal anomalies above pipes are detected with handheld or vehicle-mounted infrared cameras.

**Magnetic Flux** – Magnetic flux is a technology that uses magnets and sensors to detect defects and degradation in all kinds of metal products. Special magnets are used to introduce a magnetic field into the pipeline, and the magnetic field changes are recorded and analyzed. The analyzed data show the size and location of internal and external corrosion, pitting, and wall loss in metallic pipes. By determining which pipe sections are most vulnerable, water agencies are able to determine which pipes need to be replaced or rehabilitated before any major leaks can occur.

**Real-Time Monitoring** – Real-time monitoring involves the permanent installation of a sensor onto a water main to get automatic pressure readings and continuous data collection. With real-time monitoring of a pipeline, water agencies are able to detect and locate emergent leaks in the early stages of their development and, accordingly, before a catastrophic failure can occur. The collected data is analyzed to determine pressure transients or unusual behavior occurring in a pipeline. This technology will be most beneficial for pipelines that are critical and perilous to water systems, such as the transmission main located along Pacific Coast Highway in Waterworks District No. 29, Malibu.

**District Metered Areas** – When implementing the District Metered Areas method, a water system is divided into smaller isolated subsections. Flow meters are installed at critical points to measure the flow of water entering and exiting each subsection continuously. Using mass balance equations, the data recorded using the flow meters is analyzed to determine the presence of leaks within the isolated subsection. Once the presence of leaks has been determined, other leak detection methods, such as sound-listening devices, can be used to find the specific location of each leak.



JIM JONES  
Director

## County of Los Angeles INTERNAL SERVICES DEPARTMENT

1100 North Eastern Avenue  
Los Angeles, California 90063

*"To enrich lives through effective and caring service"*

Telephone: (323) 267-2103  
FAX: (323) 264-7135

August 11, 2015

To: Mayor Michael D. Antonovich  
Supervisor Hilda L. Solis  
Supervisor Mark Ridley-Thomas  
Supervisor Sheila Kuehl  
Supervisor Don Knabe

From: Dave Chittenden  
Chief Deputy Director

A handwritten signature in black ink, appearing to read "D. Chittenden", written over the printed name and title.

Gail Farber  
Director of Public Works

A handwritten signature in black ink, appearing to read "Gail Farber", written over the printed name and title.

Subject: **BOARD MOTION OF MAY 12, 2015, AGENDA ITEM 11 REPORT ON COUNTY WATER USAGE, IMPLEMENTATION OF WATER CONSERVATION BEST MANAGEMENT PRACTICES, AND CUSTOMER CONSERVATION IN COUNTY WATERWORKS DISTRICTS AND BOARD MOTION OF MAY 26, 2015, AGENDA ITEM 2 PRELIMINARY REVIEW OF COUNTY CODES AND POLICIES TO REMOVE BARRIERS TO PROPERTY OWNERS SEEKING TO COMPLY WITH THE DROUGHT-RELATED REQUIREMENTS**

Please find two reports with attachments responding to the motions approved by your Board on May 12, 2015, and May 26, 2015, respectively, regarding water conservation in the County. As directed by your Board, staff compiled reports examining water usage at County facilities and in the Waterworks Districts and provides recommendations to support ongoing conservation efforts.

These reports find that year-over-year total billed water consumption by County departments and facilities increased approximately 4% from FY 2013-14 to FY 2014-15. Changes in water consumption by individual County departments varied from a 29% reduction to a 93% increase in water use from FY 2013-14 to FY 2014-15. Total billed water use for each department can be affected by many factors, including changes in occupancy or the opening of new facilities. These reports also find that County departments continue to implement water conservation best management practices (BMPs) to address the need for increased conservation in response to the Governor's April 1<sup>st</sup> Executive Order mandating a statewide 25% reduction in potable water use. As the Water Board's emergency regulations did not take effect until May 18, 2015, conservation actions taken by County departments in response to the Executive Order have had one month or less to impact the FY 2014-15 totals.

Regarding the County Waterworks Districts, these reports find that customers of the County Waterworks Districts have achieved significant water savings in response to the Water Board's emergency regulations. The Water Board recently recognized the "remarkable performance" of the LA County Waterworks District No. 40, Antelope Valley, in exceeding its water use reduction goals. Public Works continues to conduct outreach to customers and examine potential policies and incentive programs to support customer conservation efforts.

To address the need for additional water conservation at County facilities, staff recommends your Board consider the following actions to address the four previously identified water conservation BMPs:

1. Direct County departments to reduce potable water use for irrigation through the following measures:
  - Direct County departments to immediately stop the use of potable water for irrigation of ornamental, non-recreational turf at all County facilities and allow these areas to "fade to gold." Steps must be taken to ensure the health of any trees that may be affected by this measure.
  - Prohibit the installation of new ornamental turf at all County facilities unless non-potable water is used for irrigation, excepting parks and other recreational facilities, and require that all new ornamental landscaping be of drought-tolerant plants.
2. Direct County departments to replace all noncompliant plumbing fixtures in County-owned buildings by January 1, 2019, in alignment with the commercial property requirements of SB-407, codified in California Civil Code §1101.1-1102.155.
3. Direct all County departments to upgrade water treatment systems to conserve water in cooling towers, if applicable.
4. Direct the Countywide Sustainability Council to implement a Countywide behavioral water conservation program with an emphasis on signage addressing the water conservation BMP areas outlined in this memo.

In addition, Staff recommends your Board consider:

- Direct the CEO to investigate external funding and providing seed funding for a Water Revolving Loan Fund (RLF) to be administered by ISD, similar to the existing fund provided for energy efficiency. These reports describe a number of water efficiency projects at County facilities that would benefit from a Water RLF with an allowed payback period of 10 years.
- Direct the Countywide Sustainability Council to communicate these mandates to all departments and work with the Departments that have not yet met the reduction



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targets specific to that facility and report back within 60 days on the progress of their implementation.

Future reporting on the implementation of water conservation and efficiency programs across the County and in County operations shall be coordinated by ISD with the Countywide Sustainability Council, as part of its mandate to develop and maintain environmental sustainability programs, lead efforts to find funding for such programs, and provide reports on the progress and accomplishments of these programs to the Board.

The findings and recommendations summarized above are detailed in the attached reports and supporting documents responding to the motions approved by your Board on May 12, 2015, and May 26, 2015, respectively.

If you or your staff have any further questions please contact Aaron Klemm from ISD at (323) 881-3971, via email [aklemm@isd.lacounty.gov](mailto:aklemm@isd.lacounty.gov) or Gary Hildebrand from Public Works at (626) 458-4012, via email [ghildebrand@dpw.lacounty.gov](mailto:ghildebrand@dpw.lacounty.gov).

DC:GF:AK

c: Board Deputies  
Interim Chief Executive Officer  
Chief Operating Officer  
Executive Office, Board of Supervisors  
County Sustainability Leadership Council